

Be Balanced Q&A

How do I register my account?

Returning users can use their previously username and password.

If you have never participated in the Be Balanced program, you will need to register your account, AND share this information to your spouse if they are on a Windstream medical plan so they can register, too.

- Click [Create an Account](#) at the top of the Be Balanced home page
- Read and agree to the terms and conditions
- Enter your first and last name and date of birth. **NOTE:** First and last name must be entered as they appear on your HR paperwork, or on your medical ID card. Your zip code is the zip code associated with your home address
- Create a unique username and password

Spouses will have their own account, and will need to register and complete the activities separately. Please add a personal email to the spouse's account so message can go to the intended recipient.

How do I get involved in the program? Join the [Be Balanced Champion Network](#) on Stream to join the well-being conversation. You may also volunteer to be a Well-being Ambassador at your location from this site.

When is the deadline to complete the screening and the WB5? **May 31, 2018** is the deadline for employees and spouses enrolled in a medical plan to complete the Well-being 5 Assessment (WB5) and biometric screening. Complete these to avoid the \$500 medical premium increase.

When will the surcharge be on my pay check if I don't complete? The surcharge will be applied through payroll in mid-July for those who miss the **May 31, 2018** deadline.

How can I confirm I've completed both the screening and WB5 assessment? Login to your Be Balanced home page at windstream-health.wellbeing.healthways.com. Click on the "Rewards" tab in the top menu. If you have completed both requirements, the "Progress" box will have an "Earned" check mark.

Earning Period: February 01 - December 31

WHAT CAN I DO TO EARN REWARDS?	WHAT CAN I EARN?	PROGRESS
1. COMPLETE WB5 AND BIOMETRIC SCREENING (COMPLETE ALL) <input type="radio"/> Complete Well-Being Assessment 0 of 1 <input type="radio"/> Complete Biometric Screening 0 of 1		 Earned Learn More

If you have completed only one of the requirements, you will see one of the radio buttons filled. If you have completed none, neither button will be filled and the “Progress” box will not be checked. When both items are complete, the progress bar will revert to 0 of 1.

Please note: Your screening results will update approximately 14 days after submission. Your WB5 results will update overnight.

How do I register my account?

Go to windstream-health.wellbeing.healthways.com

- Click on **Create and Account** at the top of the Be Balanced home page.
- Read and agree to the terms and conditions
- Enter your first and last name and date of birth. **NOTE:** First and last name must be entered as they appear on your HR paperwork, or medical ID card. Your zip code will be from your home address.
- Create a unique username and password

Where can I complete the Well-being 5 (WB5) assessment? You can access the WB5 assessment at windstream-health.wellbeing.healthways.com. After you register and log in, the assessment will be the first thing you see. The WB5 is a questionnaire that assesses life, environmental and financial factors that are critical to your health, well-being and your ability to improve both.

What options do I have for completing my screening? There are several options to complete your screening.

- You may choose to go to a Quest Patient Service Center (PSC), a free option and open to all employees (and spouses on a Windstream medical plan). Quest will complete the same screening as your doctor and submit the results electronically on your behalf.
- Or, you can download a form for your doctor to complete the screening.
- In addition, onsite screenings are held at larger locations during the months of March through May.

How to I schedule a Quest PSC or on-site screening appointment? Go to www.myquestforhealth.com

- Select **Register Now** if you are a new user. Returning users can log in using last year’s password or reset it.

- Use registration key: **BeBalanced**
- Enter your unique ID -For Employees: The Unique ID will be the Employee ID (without the E) including leading zeros
- For Spouses: The Unique ID will be the Employee ID with an "s" at the end
- Confirm your information and select Register
- Select Get Started to move forward with scheduling an appointment
- Select your method of either **At a Patient Service Center** or **At an Event**
- Choose the appointment location and then select a date and time
- Once you've scheduled your screening, you will see the Order Confirmation page

[Click here](#) for step by step instructions. For additional questions, please call Quest customer service at 855.623.9355.

How do I download the form for my doctor to fill out? Go to windstream-health.wellbeing.healthways.com. On the link to the physician's form in the group of tiles at the bottom of the page. Or you can access your personalized [Physician Form here.](#)

- Enter customer code: **BeBalanced**, then your demographic information
- Click the "I would like to request a physician form" link and proceed through the site to download, print the form and take it to your physician to fill out. Be sure to enter your email to receive confirmation of when your form submission has been received for processing

Please note:

- Physician forms are personalized and should be downloaded individually from the members personal account.
- Not all tests are covered under the wellness program so talk to your doctor about additional tests and associated costs.
- You do not have to use a Quest PSC with this option.

How do I submit my physician form? You have the option to [upload the completed and signed form](#) yourself in PDF or TIF format using the same process you used to download your form. Or, you can submit the information by fax or mail using the instructions at the bottom of the form. Any biometric screening form that is submitted via mail, must be received by 5/31/2018.

Physician screening results will be loaded to your Well-Being Connect page within 14 days after submission. If you have questions about the submission of your form, contact Healthways/Sharecare at 877.502.8791.

Does my spouse need to complete the screening and the WB5 assessment?

If your spouse has been covered on your Windstream medical insurance since January 1, 2018 they will need to complete both the biometric screening and WB5 to avoid the \$500 surcharge.

Why can't my spouse I and use the same physician's form? The physician screening form is pre-populated with your demographic information and each participant is assigned a unique barcode. This new process makes the uploading process more efficient and resolves errors caused by hand-written information.

Will the surcharge be removed if I (or my spouse) complete the screening and the WB5 after the deadline? Yes, when both the employee and enrolled spouse have completed the screening and WB5, the surcharge will be removed as soon as administratively possible. It typically takes 6-8 weeks depending on the timing of completion, reporting and the payroll cycle.

I completed my WB5 assessment, but don't see the results? Your WB5 completion status will update ~~overnight~~ within 24 hours to your "rewards" section. Your completion date and time are reflected regardless of when the information is loaded.

I completed my screening, but I don't see my results. How long does it take to upload? PSC screening results will be loaded to your Well-Being Connect page within 14 days completion. Physician screening results will be loaded to your Well-Being Connect page within 14 days after submission. If you have an email address on record, and select the option to be notified, you will receive a confirmation email when your results are received. If there is a problem with your submission, you will also receive an email from Healthways. Be sure to read any communication you receive. If you have questions about the submission of your form, contact Sharecare (formerly Healthways) at 877.502.8791.

I plan to complete my screening on May 31, 2018. If it takes 14 days for my screening results to load, will I get the surcharge? If your screening appointment is completed on the May 31, you have met the requirement and the surcharge will not apply. The system will note the date of completion, not submission. If you receive the surcharge, make sure the screening form was completed, signed and submitted, and that you also completed the WB5 assessment. If you have a spouse on the plan, make sure they have completed these steps as well.

Why does my Rewards page say I need to complete the tobacco cessation program? The tobacco cessation program is for Tobacco Users only. The "Rewards" page lists all the activities that can be completed to avoid penalties. If you did not attest to being a tobacco user during enrollment, you are not subject to the tobacco surcharge. You can review surcharges on your paystub if you are unsure if you are receiving the tobacco surcharge.

To remove the surcharge, contact Mercer Marketplace at 866.553.9409.

Where can I see my previous screening results? Login to your Be Balanced home page at windstream-health.wellbeing.healthways.com. Click on the "Health Record" tab in the top menu. Scroll past your well-being score to see your biometric results. You can click on the name of each measure to see historical information. In some cases, like with BMI, you will not see a history. This is because those measures were not captured in the past.

How do I access the Dave Ramsey Financial Well-being Program? Login to your Be Balanced home page at windstream-health.wellbeing.healthways.com. Scroll to the bottom of the landing page. You will see the Financial Well-being tile on the left side of the program offerings.